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# Leadership Skills

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APHON Local Chapter Committee

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# Leadership Skills

- Leaders are role models for your membership
    - Be organized
      - consider having files or folders for ongoing activities so all information is together and accessible
    - Be responsible
      - members won't fulfill their obligations if you don't
    - Utilize effective communication
    - Have fun
      - enthusiasm is contagious
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# Communication Skills

- Listen and use nonverbal cues for effective communication
- Receive information from others:
  - be sure your information is accurate, don't go by hearsay
  - actively listen and seek to understand before being understood
  - paraphrase or clarify information to confirm and acknowledge other's message
- Convey your message clearly and concisely
  - explain the intent of your conversation
- Ensure appropriate contact information
  - don't assume your messages are getting through; verify phone numbers and email address

# Conflict Resolution

- Identify the problem
  - gather all the facts; don't assume that you already know
- Define the problem
  - be sure everyone recognizes the problem as you do
- Explore possible solution strategies
  - be creative and think about all potential solution
- Act on the strategies
  - identify the best solution for the problem and execute the action
- Look back and evaluation
  - was the action effective for solving the problem; if not, go back to the beginning and re-evaluate

# Meeting Management Skills

- Start on time
- Have an agenda for the meeting
  - encourage committee chairs to submit an activity report and incorporate this into the business meeting
- Lay the groundwork before getting to specific suggestions on each agenda item
- Encourage participation; direct questions to initiate discussion
- Summarize major points and action to be taken during the course of the meeting to facilitate orderly progress
- If lack of interest or stalemate develops, try a brief recess
- When disagreements occur, solicit opinions and experiences
- Adjourn on time

# Meeting etiquette

- Start on time
- Make sure everyone is introduced and acquainted
- Keep the meeting moving and keep members on subject
- When someone is talking, listen carefully and indicate your reactions
- Talk to the group as a whole; avoid a prolonged speech to an individual
- If one or more members dominate, direct thought-provoking questions to them, ask for their cooperation, and give them an assignment
- Adjourn on time

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# Leadership problems?

- Use your resources!
    - ❑ Past local chapter officers
    - ❑ Local chapter committee
    - ❑ Local chapter handbook
    - ❑ Local chapter president's community
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